STANDARD OVERVIEW

KARA HEICHELBECH IS CURRENTLY THE DIRECTOR OF STUDENT LEARNING FOR INDIANA ONLINE

Indiana Online’s student services team had two strategic priorities for the 22-23 school year:

- Identify and build relationships with key stakeholders at partner schools in order to best support students
- Support struggling students through various formats to ensure success at Indiana Online

Since our focus is always student centered, we knew that to meet these priorities we needed to put into practice procedures on how to best support students to ultimately increase their engagement and promote success. With the transition of hiring full-time teachers for the first time, the student services team developed and presented our support plan to our teachers during their orientation in July. We created common vocabulary to use so that all stakeholders, internal and external, heard a consistent message, and we developed a tiered intervention process with clearly defined roles and responsibilities for the teacher, student services and administration. We also leveraged our student information system to help track the data so we could provide the support needed.

We also defined learner engagement into one of our categories: Pace, Activity, Skill and Behavior. Narrowing down the engagement type allows to intentionally allow interventions in a timely manner, and it ensures we are communicating with the appropriate stakeholders who can adequately support students.

Finally, we proactively planned and scheduled orientation and various communication segments to external stakeholders. The communication schedule guarantees we are proactively sharing student progress and important reminders.
HELPFUL HINTS for putting standard into practice

Other helpful hints for building learner engagement include:

- Identify all stakeholders who not only interact with, but also impact student learning.
- Proactively plan a communication schedule; be flexible if needs arise and/or change, but a plan is the best place to start.
- Create common vocabulary.
- Leverage your SIS or LMS to assist in the communication cycle.
- Identify clear expectations and next steps for teachers to follow in order to get additional support for students.

RESOURCES to support standard use (mostly practical)

- **School Year Support and Communication Plan:** This resource, created by Indiana Online is used to support their teachers when working with students and provides a communications schedule.

- **Genius Communication Categories:** A common vocabulary is key for consistency, tracking, and intervention. Indiana Online utilizes this vocabulary when populating information into their SIS.

- **Tiered Intervention Protocol:** Teachers, Student Services, and Administrators all play a role in ensuring student success. Having set protocols in place provides teachers with guidance and timelines for involving Student Services and Administrators in student interventions.

*Note: a few links within the documents will not be accessible due to privacy.

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**Author/Organization Bio**

Kara Heichelbech is currently the Director of Student Learning for Indiana Online, a department of the Central Indiana Educational Service Center. As an educator, Kara has served many different roles, including classroom teacher, department chair, instructional e-coach, and building administrator. She deeply believes in the power of online education for students who need it and was honored to implement a full-time virtual program for partner schools across Indiana.

Kara serves on the Indiana Connected Educators board and contributes to various committees with the Virtual Learning Leadership Alliance and the Digital Learning Collaborative. She also presents at various state and national conferences sharing her love for technology integration and online education with colleagues.

She graduated with a BS in Marketing from Indiana University, and after 10+ years in corporate America, Kara completed a transition-to-teaching program and earned her MAT and MBA from the University of Indianapolis.

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Check out the NSQ Professional Learning Portal and NSQ Website for more resources at [www.NSQOL.org](http://www.NSQOL.org)